

## Open Enrollment Access Issue

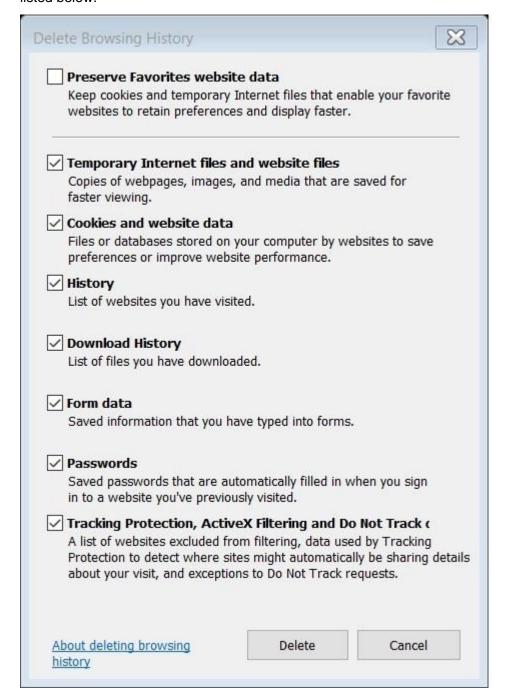
State of Montana Benefit Plan Members,

We have received numerous phone calls from members who are unable to click the green begin button to enroll in benefits in the Open Enrollment system. If you are having this issue you need to clear your Internet cache.

## **Directions:**

- 1. Click on Tools then select Delete Browsing History.
- 2. The first box should be unchecked, the rest checked (screenshot shown below).
- 3. Click on Delete.
- 4. Close out of your browser.

If you have any other issues or questions please contact us via email or phone number as listed below.



## State of Montana Health Care & Benefits Division

Call (406) 444-7462 or Toll-Free (800) 287-8266

Hearing Impaired TTY (406) 444-1421 - Fax (406) 444-0080

Email benefitsquestions@mt.gov

PO Box 200130, 100 N. Park Avenue, Suite 320, Helena, MT 59620-0130  $\,$ 

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ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-999-1062 (TTY: 1-855-999-1063).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-999-1062 (TTY: 1-855-999-1063).